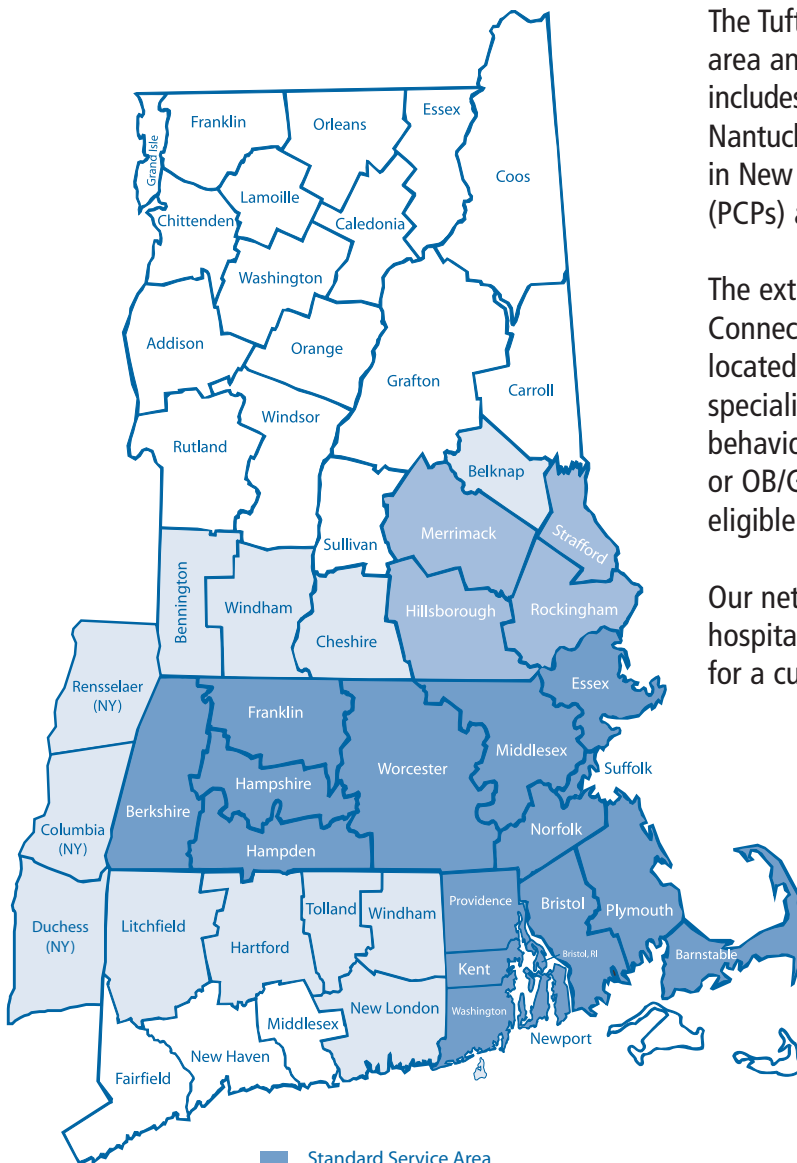




## TUFTS HEALTH PLAN SERVICE AREA



- Standard Service Area
- Counties with some towns in the Standard Service Area and some towns in the Extended Service Area
- Counties with some towns in the Extended Service Area

The Tufts Health Plan service area includes a standard service area and an extended service area. The standard service area includes all of Massachusetts (except Martha's Vineyard and Nantucket), all of Rhode Island (except Block Island), and towns in New Hampshire where contracted primary care physicians (PCPs) are located.

The extended service area includes Block Island and towns in Connecticut, New Hampshire, New York, and Vermont that are located a reasonable distance from contracted PCPs and specialists who provide the most often used services, such as behavioral health practitioners and physicians who are surgeons or OB/GYNs. Members who live in the extended service area are eligible for Tufts Health Plan coverage.

Our network includes approximately 23,000 physicians and 86 hospitals. You can visit our Web site at [www.tuftshealthplan.com](http://www.tuftshealthplan.com) for a current list of our network providers.

To determine whether your zip code is part of the service area, please visit [www.tuftshealthplan.com](http://www.tuftshealthplan.com), click "Doctor Search" on the Members tab, then click "Service by Zip Code" to see if your town is within the Tufts Health Plan service area."

Please note that the products Tufts Health Plan offers through the Commonwealth Health Insurance Connector cover a smaller service area and use the Tufts Health Plan Select Network.

**MASSACHUSETTS**

Abington	Canton	Erving	Indian Orchard	Monterey	Pepperell
Accord	Carlisle	Essex	Ipswich	Monument Beach	Petersham
Acton	Carver	Everett	Jamaica Plain	Nagog Woods	Pinehurst
Acushnet	Cataumet	Fairhaven	Jefferson	Nahant	Pittsfield
Adams	Centerville	Fall River	Kingston	Natick	Plainfield
Agawam	Charlemont	Falmouth	Lake Pleasant	Needham	Plainville
Allston	Charlestown	Fayville	Lakeville	Needham Heights	Plymouth
Amesbury	Charlton	Feeding Hills	Lancaster	New Bedford	Plympton
Amherst	Charlton City	Fiskdale	Lanesboro	New Braintree	Pocasset
Andover	Charlton Depot	Fitchburg	Lawrence	New Salem	Prides Crossing
Arlington	Chartley	Florence	Lee	New Town	Princeton
Arlington Heights	Chatham	Forestdale	Leeds	Newbury	Provincetown
Ashburnham	Chelmsford	Foxboro	Leicester	Newburyport	Quincy
Ashby	Chelsea	Framingham	Lenox	Newton	Randolph
Ashfield	Cherry Valley	Franklin	Lenox Dale	Newton Center	Raynham
Ashland	Cheshire	Gardner	Leominster	Newton Highlands	Raynham Center
Ashley Falls	Chester	Georgetown	Leverett	Newtonville	Reading
Assonet	Chesterfield	Gilbertville	Lexington	Nonantum	Readville
Athol	Chestnut Hill	Gill	Lincoln	Norfolk	Rehoboth
Attleboro	Chicopee	Glendale	Linwood	North Adams	Revere
Attleboro Falls	Clinton	Gloucester	Littleton	North Amherst	Richmond
Auburn	Cohasset	Goshen	Longmeadow	North Andover	Rochdale
Auburndale	Colrain	Grafton	Lowell	North Attleboro	Rochester
Avon	Concord	Granby	Ludlow	North Billerica	Rockland
Ayer	Conway	Granville	Lunenburg	North Brookfield	Rockport
Babson Park	Cotuit	Great Barrington	Lynn	North Carver	Rosindale
Baldwinville	Cummaquid	Green Harbor	Lynnfield	North Chatham	Rowe
Barnstable	Cummington	Greenbush	Malden	North Chelmsford	Rowley
Barre	Dalton	Greenfield	Manchaug	North Dartmouth	Royalston
Becket	Danvers	Groton	Manchester	North Dighton	Russell
Bedford	Dartmouth	Groveland	Manomet	North Eastham	Rutland
Belchertown	Dedham	Hadley	Mansfield	North Easton	Sagamore
Bellingham	Deerfield	Halifax	Marblehead	North Egremont	Sagamore Beach
Belmont	Dennis	Hamilton	Marion	North Falmouth	Salem
Berkley	Dennis Port	Hampden	Marlborough	North Grafton	Salisbury
Berkshire	Devens	Hanover	Marshfield	North Hatfield	Sandwich
Berlin	Dighton	Hanscom AFB	Marshfield Hills	North Marshfield	Saugus
Bernardston	Douglas	Hanson	Marstons Mills	North Oxford	Savoy
Beverly	Dover	Hardwick	Mashpee	North Pembroke	Scituate
Billerica	Dracut	Harvard	Mattapan	North Reading	Seekonk
Blackstone	Drury	Harwich	Mattapoissett	North Scituate	Sharon
Blandford	Dudley	Harwich Port	Maynard	North Truro	Sheffield
Bolton	Dunstable	Hatfield	Medfield	North Uxbridge	Shelburne Falls
Bondsville	Duxbury	Hathorne	Medford	North Waltham	Sheldonville
Boston	East Boston	Haverhill	Medway	North Weymouth	Sherborn
Boxborough	East Bridgewater	Haydenville	Melrose	Northampton	Shirley
Boxford	East Brookfield	Heath	Mendon	Northborough	Shrewsbury
Boylston	East Dennis	Hingham	Merrimac	Northbridge	Shutesbury
Braintree	East Falmouth	Hinsdale	Methuen	Northfield	Silver Beach
Brant Rock	East Freetown	Holbrook	Middleboro	Norton	Somerset
Brewster	East Longmeadow	Holden	Middlefield	Norwell	Somerville
Bridgewater	East Mansfield	Holland	Middleton	Norwood	South Barre
Brighton	East Orleans	Holliston	Milford	Nutting Lake	South Carver
Brimfield	East Otis	Holyoke	Mill River	Oakham	South Chatham
Brockton	East Princeton	Hopedale	Millbury	Ocean Bluff	South Dartmouth
Brookfield	East Sandwich	Hopkinton	Millers Falls	Onset	South Deerfield
Brookline	East Taunton	Housatonic	Millis	Orange	South Dennis
Brookline Village	East Templeton	Hubbardston	Millville	Orleans	South Easton
Bryantville	East Walpole	Hudson	Milton	Osterville	South Egremont
Buckland	East Wareham	Hull	Milton Village	Otis	South Grafton
Burlington	East Weymouth	Humarock	Minot	Oxford	South Hadley
Buzzards Bay	Eastham	Huntington	Monponsett	Palmer	South Hamilton
Byfield	Easthampton	Hyannis	Monroe Bridge	Paxton	South Harwich
Cambridge	Easton	Hyannisport	Monson	Peabody	South Lancaster
	Elmwood	Hyde Park	Montague	Pembroke	South Lee

*Towns indicated in black make up our standard service area*

South Orleans  
South Walpole  
South Wellfleet  
South Weymouth  
South Yarmouth  
Southampton  
Southborough  
Southbridge  
Southfield  
Southwick  
Spencer  
Springfield  
Sterling  
Still River  
Stockbridge  
Stoneham  
Stoughton  
Stow  
Sturbridge  
Sudbury  
Sunderland  
Sutton  
Swampscott  
Swansea  
Taunton  
Templeton  
Tewksbury  
Thorndike  
Three Rivers  
Topsfield  
Townsend  
Truro  
Turners Falls  
Tyngsborough  
Tyringham  
Upton  
Uxbridge  
Waban  
Wakefield  
Wales  
Walpole  
Waltham  
Ware  
Wareham  
Warren  
Warwick  
Watertown  
Waverley  
Wayland  
Webster  
Wellesley  
Wellesley Hills  
Wellfleet  
Wendell  
Wendell Depot  
Wenham  
West Barnstable  
West Boxford  
West Boylston  
West Bridgewater  
West Brookfield  
West Chatham  
West Chesterfield  
West Dennis  
West Falmouth

West Groton  
West Harwich  
West Hatfield  
West Hyannisport  
West Medford  
West Millbury  
West Newbury  
West Newton  
West Roxbury  
West Springfield  
West Stockbridge  
West Townsend  
West Wareham  
West Warren  
West Yarmouth  
Westborough  
Westfield  
Westford  
Westminster  
Weston  
Westport  
Westport Point  
Westwood  
Weymouth  
Whately  
Wheelwright  
White Horse Beach  
Whitinsville  
Whitman  
Wilbraham  
Williamsburg  
Williamstown  
Wilmington  
Winchendon  
Winchendon  
Springs  
Winchester  
Windsor  
Winthrop  
Woburn  
Woods Hole  
Woodville  
Worcester  
Woronoco  
Worthington  
Wrentham  
Yarmouth Port

**CONNECTICUT**

Abington  
Ashford  
Ballouville  
Broad Brook  
Brooklyn  
Canaan  
Colebrook  
Danielson  
Dayville  
East Canaan  
East Granby  
East Hartford  
East Hartland  
East Killingly  
East Windsor  
East Windsor Hill  
East Woodstock

Eastford  
Ellington  
Enfield  
Fabyan  
Falls Village  
Granby  
Grosvenor Dale  
Lakeville  
Manchester  
Moosup  
Norfolk  
North Granby  
North Grosvenordale  
Oneco  
Plainfield  
Pomfret  
Pomfret Center  
Poquonock  
Putnam  
Quinebaug  
Riverton  
Rogers  
Salisbury  
Simsbury  
Somers  
Somerville  
South Willington  
South Windsor  
South Woodstock  
Stafford  
Stafford Springs  
Staffordville  
Sterling  
Suffield  
Taconic  
Tarrifville  
Thompson  
Tolland  
Vernon Rockville  
Voluntown  
West Granby  
West Hartland  
West Suffield  
Willington  
Windsor  
Windsor Locks  
Winsted  
Woodstock  
Woodstock Valley

**NEW HAMPSHIRE**

Amherst  
Atkinson  
Auburn  
Barnstead  
Barrington  
Bedford  
Bennington  
Bow  
Brookline  
Candia  
Chester  
Chichester  
Concord  
Contoocook  
Danville

Deerfield  
Derry  
Dover  
Dunbarton  
Durham  
East Candia  
East Derry  
East Hampstead  
East Kingston  
Epping  
Epsom  
Exeter  
Fitzwilliam  
Francestown  
Fremont  
Goffstown  
Greenfield  
Greenland  
Greenville  
Hampstead  
Hampton  
Hampton Falls  
Hancock  
Hinsdale  
Hollis  
Hooksett  
Hudson  
Jaffrey  
Kingston  
Lee  
Litchfield  
Londonderry  
Loudon  
Lyndeborough  
Madbury  
Manchester  
Merrimack  
Milford  
Mont Vernon  
Nashua  
New Boston  
New Castle  
New Ipswich  
Newfields  
Newington  
Newmarket  
Newton  
Newton Junction  
North Hampton  
North Salem  
Northwood  
Nottingham  
Pelham  
Peterborough  
Pittsfield  
Plaistow  
Portsmouth  
Raymond  
Rindge  
Rochester  
Rollinsford  
Rye  
Rye Beach  
Salem  
Sandown

Seabrook  
Somersworth  
Strafford  
Stratham  
Suncook  
Temple  
Troy  
Weare  
West Chesterfield  
West Nottingham  
Wilton  
Winchester  
Windham

**NEW YORK**

Austerlitz  
Berlin  
Brainard  
Canaan  
Chatham  
Cherry Plain  
Copake  
Copake Falls  
Craryville  
Cropseyville  
East Chatham  
East Nassau  
Ghent  
Grafton  
Hillsdale  
Hollowville  
Millerton  
New Lebanon  
Old Chatham  
Petersburg  
Philmont  
Spencertown  
Stephentown  
West Copake  
West Lebanon

**RHODE ISLAND**

Adamsville  
Albion  
Ashaway  
Barrington  
Block Island  
Bradford  
Bristol  
Carolina  
Central Falls  
Charlestown  
Chepachet  
Clayville  
Coventry  
Cranston  
Cumberland  
East Greenwich  
East Providence  
Exeter  
Fiskeville  
Forestdale  
Foster  
Glendale  
Greene  
Greenville

Harmony  
Harrisville  
Hope  
Hope Valley  
Hopkington  
Jamestown  
Johnston  
Kenyon  
Kingston  
Lincoln  
Little Compton  
Manville  
Mapleville  
Middletown  
Narragansett  
Newport  
North Kingstown  
North Providence  
North Scituate  
North Smithfield  
Oakland  
Pascoag  
Pawtucket  
Peace Dale  
Portsmouth  
Providence  
Prudence Island  
Riverside  
Rockville  
Rumford  
Saunderstown  
Shannock  
Slatersville  
Slocum  
Smithfield  
Tiverton  
Wakefield  
Warren  
Warwick  
West Greenwich  
West Kingston  
West Warwick  
Westerly  
Wood River  
Junction  
Woonsocket  
Wyoming

**VERMONT**

Bennington  
Brattleboro  
Jacksonville  
Marlboro  
Newfane  
North Bennington  
North Pownal  
Pownal  
Putney  
Readsborough  
Shaftsbury  
Stamford  
Vernon  
West Halifax  
Whitingham  
Wilmington

*Towns indicated in blue make up our extended service area*

# UTILIZATION MANAGEMENT FOR QUALITY CARE

## Utilization Management

Utilization management (UM) supports our goal that members receive quality care and that the care is delivered in an appropriate treatment setting. Utilization management is sometimes referred to as utilization review.

Tufts Health Plan may perform prospective, concurrent, and retrospective reviews of health care services. Prospective review is used to determine whether proposed treatment is medically necessary before treatment begins. Concurrent review monitors the course of treatment as it occurs and determines when the treatment is no longer medically necessary. Retrospective review evaluates care provided to members after care has been provided and is sometimes used to more accurately determine the appropriateness of health care services provided to you.

Your Tufts Health Plan primary care physician or other network provider typically is responsible for obtaining authorization and coordinating utilization management decisions. Network physicians, providers, and hospitals understand UM requirements that apply to services being received.

Please refer to your benefit document for details about our UM process. You can call a member services coordinator to determine the status or outcome of pending utilization review decisions. Tufts Health Plan uses criteria for determining coverage for medically necessary services and to conduct utilization review activities. The criteria are developed with input from practicing physicians in our service area and in accordance with standards adopted by national accreditation organizations. They are updated annually or more often, as new treatments, applications, and technologies are adopted as generally accepted professional practices.

## Specialty Case Management

Some members with a severe illness or injury may be eligible for case management intervention under Tufts Health Plan's specialty case management program. The goal of specialty case management is to improve access to quality health care options and encourage the use of the most appropriate and cost-efficient treatment.

If a member is identified as a possible candidate for specialty case management services, a Tufts Health Plan case manager will contact the member to gather information on the member's health care needs and, when appropriate, invite the member to participate in Tufts Health Plan's specialty case management program. The case manager will work with the member and provider, when appropriate, to develop an individualized plan of care that seeks to identify and address potential barriers to care.

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**FOR MORE INFORMATION**

**Member Services 1-800-462-0224**

**[www.tuftshealthplan.com](http://www.tuftshealthplan.com)**